



**UNIVERSITY OF DAR ES SALAAM**

**STUDENTS' AFFAIRS POLICY (2000)**

**REVISED EDITION**

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## **LIST OF ABBREVIATIONS**

AIDS	Acquired Immunodeficiency Syndrome
CDS	Centre for Disability Services
CoICT	College of Information and Communication Technologies
DARUSO	Dar es Salaam University Students Organisation
DICA	Directorate of Internationalisation, Convocation and Advancement
DES	Directorate of Estates Services
DPGS	Directorate of Postgraduate Studies
DFST	Department of Food Science and Technology
DSS	Directorate of Social Services
DSTS	Directorate of Students Services
DUCE	Dar es Salaam University College of Education
DUS	Directorate of Undergraduate Studies
DVC-PFA	Deputy Vice-Chancellor, Planning Finance and Administration
GBV	Gender-Based Violence
HESLB	Higher Education Students' Loans Board
HIV	Human Immunodeficiency Virus
IMS	Institute of Marine Sciences
MCHAS	Mbeya College of Health and Allied Sciences
MRI	Mineral Resources Institute
MUCE	Mkwawa University College of Education
NHIF	National Health Insurance Fund
SEA	Sexual Exploitation and Abuse
TUSA	Tanzania Universities Sports Association
UDSM	University of Dar es Salaam
UH	University Hospital
URT	United Republic of Tanzania
USAB	University Students Accommodation Bureau
USRC	University of Dar es Salaam Students Representatives Council

## FOREWORD

This revised University of Dar es Salaam Students Affairs Policy aims to promote the general welfare of students with a view of nurturing a conducive environment for achievement of their academic pursuit. The Policy is underlined by the UDSM Vision 2061 which intends to inspire students to bring the best out of them, ultimately making UDSM a world-class University. It is a drastic review of the existing UDSM Students Affairs Policy which was prepared in 2000. This reviewed policy document has taken stock of the current situation of students' life at the University of Dar es Salaam, the changing context and best practices elsewhere to chart out strategies for improving it consistent with prevailing UDSM policy design. It is a blueprint for all students' affairs and welfare matters at the University of Dar es Salaam.

Over twenty years have passed since the first UDSM Students Affairs Policy was formulated in September 2000. The Policy effectively committed the UDSM management and community in general to work together to facilitate cutting-edge research, learning and innovation by its students. However, several developments over the years have altered the students' welfare and while in some cases such developments strengthened the University, in some cases they have also posed formidable threats, necessitating concerted, strategic and planned approaches to address them.

In the course of revising the UDSM Students Affairs Policy, the team appointed by the Deputy Vice Chancellor-Planning, Finance and Administration reviewed key documents and engaged in consultations with a broad range of stakeholders within UDSM, including the University management, staff and students. On behalf of the University, I wish to thank all stakeholders for their valuable contributions during the revision of the policy.

It is contingent upon the UDSM Management and all concerned implementation stakeholders to use this policy as one of the crucial guiding tools of governance.

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Vice-Chancellor, University of Dar es Salaam

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## **CHAPTER ONE**

### **OVERVIEW, POLICY ENVIRONMENT AND RATIONALE**

#### **1.1 Students Affairs Overview**

Students are a key component and indispensable in the existence of the University of Dar es Salaam (UDSM). One of the main functions of UDSM is to ensure that students acquire knowledge and skills and progress academically to become better equipped to serve the country effectively and efficiently. In order to achieve this, the University must cultivate a conducive environment for learning activities. As a complement to academics, students engage in extracurricular activities aimed at enriching their social wellbeing in the course of learning. The Directorate of Students Services (DSTS) at UDSM recognises that students' welfare services are critical for students to engage in academic and social affairs. The mission of DSTS is to oversee and coordinate effective, efficient and sustainable delivery of student affairs services. This mission cannot be comprehensively attained without having a policy that guarantees a conducive environment for the nurture and empowerment of students so that they behave as mature, dedicated, responsible and constructive members of UDSM community and beyond. The policy recognizes that challenges do evolve and change and that the University must continuously adjust and adopt its strategies to respond to such dynamics for purposes of serving its students community better. Therefore, this Policy aims at analysing, articulating issues, state and strategies about provision of students' welfare services at UDSM. It will be a one-stop-reference-point for UDSM students' affairs and issues.

#### **1.2 Guiding Policies**

Review of the 2000 Students Affairs Policy is guided by the following UDSM policies: Guidance and Counselling Perspectives, Policy and Procedures (2018), UDSM Accommodation Policy (2022), UDSM Security Policy and Operational Procedures (2020), Policy on Disability and Special Educational Needs (2022), UDSM Gender Policy, Anti-Sexual Harassment Policy (2018), UDSM Internationalisation Policy (2022), Sports and Games Policy (2017), Students By-Laws (Revised 2021), UDSM Health Services Policy (2017), HIV/AIDS and Non-Communicable Diseases Policy (2020).

#### **1.3 Rationale for the UDSM Students Affairs Policy**

For almost two decades, students' welfare services at the University of Dar es Salaam were based on the provisions of the first Student Affairs Policy enacted in 2000. As the UDSM aspires to become a world class leading university, attention to the new students' demands and realities also requires consideration. This consideration is in line with one of the three pillars of the UDSM Vision 2061, namely that, having "Inspired and Motivated Staff and Students". As the students' population increases and the University also expands outside Dar es Salaam, the University sees the need to revise the students' Affairs Policy to accommodate more complex and emerging welfare issues. This revised Policy not only incorporates issues that were addressed in the UDSM Students Affairs Policy (2000) but also takes on board new issues that will make students' journey at the University both rewarding and memorable.

#### **1.4 Purpose**

The purpose of this policy is to improve the well-being of students by creating a formal instrument to guide provision of support services to all students with and without special needs with a view to help students achieve their educational goal.

## **1.5 Objectives**

The objective of this policy is to guide and manage students' welfare issues at the University of Dar es Salaam and more specifically to:

- i. Promote a conducive learning environment for all students considering their diverse needs.
- ii. Prevent all forms of discrimination during provision of services to students with special needs.
- iii. Promote mental health among students through effective provision of guidance and counselling services.
- iv. Enhance participation and volunteerism among students in matters which affect their wellbeing.
- v. Facilitate provision of appropriate and timely health care services to students with diverse needs.
- vi. Motivate and facilitate students' participation in sports and games, associations, clubs and societies.
- vii. Enhance social justice in the allocation of accommodation to students according to their diverse needs.
- viii. Manage students' grievances and disciplinary issues to preserve Tanzanian social cultural values as well as maintain harmony at the UDSM community.
- ix. Make students responsible citizens who comply with laws, rules and regulations and are patriotic to the University and the country.
- x. Enhance handling of funeral arrangements for deceased students.
- xi. Supervise students' government and provide judicatory services.
- xii. Monitor catering services to ensure quality and variety food and beverages.

## **1.6 Scope**

This policy applies to all UDSM students irrespective of their academic, political, social or cultural background, citizenship, gender and programme of study. The policy also applies to academic and administrative units working directly or indirectly with students at UDSM. It also applies to all people who have contractual work relationships with the UDSM, including service providers such as financial, catering, stationery, hairdressing and transport services. Thus, each UDSM community member has a responsibility of being aware with the policy issues, statements and strategies to ensure that the provision of support services align with the policy directives.

## **1.7 Definition of Key Terms**

### **Students' affairs**

Refers to overall well-being and personal development of students which influence academic life directly or indirectly.

### **Students with special needs**

A student having a disability and experiencing learning difficulties thus requires special treatment and support services to enhance inclusivity, as stipulated in the UDSM Policy on Disability and Special Educational Needs (2022).



**Discrimination**

Negative treatment to a person exclusively on the basis of one's disability, sex, race, age ethnicity, religion, creed, nationality, origin, marital status, among others.

**International student**

Any student studying at the University of Dares Salaam either online or face to face and is not a citizen of Tanzania and does not have permanent residency.

**Grievance**

Any dissatisfaction or feeling of injustice related with students' academic life and/or psychosocial wellbeing which is brought to the attention of University management.

**Accessibility**

The practice of making University's public spaces, facilities, infrastructure, information and services sensible, meaningful, and user friendly by all people.

**Financial literacy**

Refers to the ability to handle money and effectively use various financial skills, including personal financial management, budgeting, and investment.

## **CHAPTER TWO**

### **STRENGTHS, WEAKNESSES, OPPORTUNITIES AND CHALLENGES IN STUDENTS AFFAIRS**

The following is a summary of the major strengths, weaknesses, opportunities and challenges (SWOC) for delivering students' welfare services at UDSM:

#### **2.1 Strengths**

UDSM is a public University legally established with a clear mandate, resources and autonomy. It has a long, recognisable and respected role in higher education in Tanzania and beyond. It is a legal entity capable of suing and it can be sued. It has enacted numerous laws, rules and procedures to ensure that its vision, mission and goals are attained without hindrances. Enforcement mechanisms are in place to implement and interpret laws and its mandate. UDSM has enough land for expansion of infrastructure such as sports facilities, provision of hostels, classrooms and offices.

It is also a comprehensive University with programmes covering a broad array of major academic disciplines. Nonetheless, there is more room for expansion of programmes. Indeed, even though student enrolment has significantly expanded, each year the number of applications outstrips the admission capacity. While UDSM may wish to maintain the current levels of undergraduate admission, it has room and strategic advantage for expansion of postgraduate admission. It also has improved and expanded accommodation facilities to cater for additional international students.

#### **2.2 Weaknesses**

Most of the weaknesses are associated with the historical age of the University, increased number of students and diversity. This has urged improvement of infrastructure, equipment and some facilities including accommodation, laboratories, lecture theatres, cafeteria, sports, games and recreational areas.

#### **2.3 Opportunities**

UDSM has built a strong reputation and has experience in mobilising funds from the Government, the private sector and development partners for student support. All students have access to the NHIF for health services. Most students at UDSM are eligible for financial support from HESLB. UDSM has a long history of supporting students with special needs and has a dedicated Centre for Disability Services. UDSM is still the number one choice for many students aspiring to join institutions of higher learning in Tanzania. Its international standing assures attraction of foreign students. In addition, the adoption of Kiswahili as one of official languages in the African Union and SADC has increased demand for instructors and has opened doors for students studying Kiswahili.

#### **2.4 Challenges**

UDSM faces various challenges in several areas which may compromise welfare of students, including (i) increasing complexity of the organisation (ii) funding sustainability (iii) changing external environment and labour market (iv) academic-industry link (v) number of female students in natural science disciplines and (vi) changed age profile of student population.

## **CHAPTER THREE**

### **SITUATION ANALYSIS**

#### **3.1 Academic Affairs**

Academic affairs at UDSM are handled through the Office of the Deputy Vice Chancellor-Academic and Deputy Vice-Chancellor Research. Academic affairs include admission, registration, examination, research and innovation and graduation. Of the above issues, low number of female students in natural science disciplines, increased number of applicants wishing to join various academic programmes, freezing of studies; postponement of studies; appeals; registration; and research permits needs are noted. Each student is assigned an academic advisor in order to guide and advise on academic matters.

#### **3.2 Accommodation**

UDSM was originally designed as a residential University (UDSM, 2011). The University Students Accommodation Bureau (USAB) is charged with the duty of overseeing effective management of student accommodation facilities. It coordinates and administers the accommodation services to acceptable standards. Gradually there has been an increase in the number of students leading to some of them renting accommodation facilities in private houses and hostels outside the University.

The accommodation matters are regulated by Students By-Laws (2021), accommodation contracts, Students Accommodation Policy (2022), UDSM Policy on Disability and Special Educational Needs (2022) and UDSM Internationalisation Policy (2021). The Accommodation Policy, for instance, stipulates guiding principles for establishment, provision and regulating students' accommodation within and outside campus by providing guidance for maintaining a peaceful environment conducive for learning and living.

#### **3.3 Guidance and Counselling Services**

UDSM Student Affairs Policy of 2000 has addressed Guidance and Counselling as a policy issue. The University of Dar es Salaam has made a significant step by developing and implemented UDSM Guidance and Counselling Perspectives, Policy, and Procedures (2018). The UDSM Counselling Unit under DSS facilitates the provision of formal guidance and counselling services to staff and students. The counselling issues addressed include psychosocial, academic, health, economic and financial and legal issues.

Increasingly, UDSM has grown into a complex organisation, among other things, due to increased number of students and extension of campuses and sites outside Dar es Salaam at Mbeya College of Health and Allied Science (MCHAS), Mineral Resources Institute (MRI-Dodoma and Nzega), Institute of Marine Sciences (IMS-Zanzibar and Pangani). New sites to be established in Lindi, Chato and Bukoba, will add to this complexity. Given the fact that students at the University are away from their families, they can be tempted to engage in addictions, drug abuse, betting, homosexuality, alcoholism, absenteeism, bullying, rape, suicidal tendencies, unintended and unplanned pregnancies, limited use of contraceptives, legal issues and poor academic performance. Also, students may be exposed to more complicated problems such as anxiety, depression and mental illness.

The Counselling Unit works closely with the Guidance and Counselling Liaison Committees and focal persons from colleges, schools, institutes, directorate, centres and major departments. Hence, the University is committed to offer formal Guidance and Counselling services by recruiting additional professional counsellors.

### **3.4 Career Guidance**

Career guidance services at UDSM are being provided by the Directorate of Students Services, academic departments and the UDSM Counselling Unit which is under the Directorate of Social Services. Despite the need, many students are unaware of the existence and the availability of career guidance services. This gives rise to challenges facing students on their respective career guidance at UDSM.

### **3.5 Healthcare Services**

The University of Dar es Salaam offers curative and preventive healthcare services to its students, staff and the community in general through University Hospital (UH). The Hospital also provides health education and promotion programmes to students and staff. It is mandatory for every undergraduate student to have insurance under the National Health Insurance Fund (NHIF). Students receive healthcare services at the University students' wing. There are also dispensing points at Kunduchi, CoICT and Mabibo Hostels. An ambulance is available in cases of emergence.

### **3.6 Sports and Games**

The Students Affairs Policy for the University of Dar es Salaam (2000) noted that sports and games were given low priority. However, this situation has changed. Establishment of the Directorate of Social Services (DSS) in 2015 led to enhanced effectiveness and efficiency of sports and games. A UDSM Sports and Games Policy was adopted in 2017.

Within the main campus, inter-college competitions are organised annually. UDSM also participates in national and international students' sports and games tournaments including the annual competition organised by the Tanzania Universities Sports Association (TUSA). UDSM-DUCE students' competitions are also done each year. Efforts are under way to introduce similar competitions involving students in the Mwalimu J.K. Nyerere Mlimani campus and Mkwawa University College of Education (MUCE).

### **3.7 Safety and Security**

The UDSM Police Station provides safety and security to the University and surrounding community. UDSM also has a dedicated Auxiliary Police Unit serving under the Directorate of Social Services. Generally, safety and security provision are the prerogative of the Government of the United Republic of Tanzania (URT) of which UDSM is part. However, the Police Unit is charged with ensuring safety and security to students and staff on respective campuses. To bolster security, UDSM has contracted out security firms to safeguard halls of residence and other sensitive areas. To fill this vacuum, UDSM adopted the Security Policy and Operational Procedures in 2020. Fire prevention safety equipment are available in halls of residence.

### **3.8 Students Governance**

The Dar es Salaam University Students Organisation (DARUSO) is responsible for organising students' activities and their governance which include academic, political, social, outreach and recreational activities (University of Dar es Salaam Undergraduate Prospectus, 2022/2023). DARUSO operates under three principal organs which are the DARUSO Cabinet; the Judicial Organ and the University Students Representatives Council (USRC). The Dean of Students is responsible for the administration of all students' affairs and welfare at the University and is both the Chief Counsellor of the student leadership and also plays as a link between the student leadership and the top University Management. Through

DARUSO, students participate in decision making processes in various organs at the University such as the University of Dar es Salaam Council and Senate. The Students Affairs Policy for the University of Dar es Salaam (2000) highlighted challenges facing DARUSO, including among others, students' government counselling/advisement routines; relationship between the students' leadership and the top leadership of the University, accountability of the student government; voter turn-out for DARUSO elections and the schedules of duties for the DARUSO office bearers.

### **3.9 Transport Services**

Although UDSM Students Affairs Policy (2000) did not capture transport services as a policy issue, mobility of students from halls of residence/renting houses to the lecture halls requires transport arrangement. Currently, only students who reside at Mabibo hostel have transport arrangements coordinated by DARUSO and DSTS. Those who stay at other hostels and in rented houses use public transport. This situation poses mobility challenges to the students especially at night, during rain and on examination seasons. Regarding students with special needs, the University of Dar es Salaam has five working tricycles with five male drivers to support them on campus movements.

### **3.10 Catering Services**

The catering services at the University of Dar es Salaam are offered by contracted food service providers at affordable prices in designated cafeterias. For improvement of safety, quality and quantity of food and services, UDSM developed guidelines for monitoring food and services provided to students in cafeterias. Monitoring of food safety, quality, quantity and service is done by the Directorate of Planning, Development and Investment (DPDI) and DSTS with support from the Directorate of Estates Services (DES) and the Department of Food Science and Technology (DFST).

### **3.11 Financial Affairs**

While it is true that the Government through Higher Education Students' Loans Board (HESLB) is still the main financier of the university education to the undergraduates, it is well known that many university students who fail to access loans rely on personal and family sources for funding their education. UDSM designs, costs and implements various programmes to address staff and students economic and financial challenges. Merit Scholarship (for students who qualify) and the UDSM Needy Students' Fund (for supporting students who experience financial challenges) are among the programmes. There are also a few private stakeholders who offer scholarships for needy students. However, the number of students who demonstrate financial need is larger than the available financial opportunities. Diversifying the sources for such scholarships would reduce the burden.

Similarly, although UDIEC (through its Economic and Financial Challenges Advisory Unit) organises entrepreneurial clinics for needy students and staff, such services are only accessed by students who are already experiencing financial difficulties. Reaching them before they enter into a financial crisis would make a difference in students' lives.

While the UDSM General Regulations and Guidelines for Postgraduate Programmes (2018) provide for deployment of postgraduate students in part-time jobs, there also needs to be similar provisions catering for undergraduate students.

### **3.12 Sexuality**

The duty of the University is to protect students from sexual exploitation and abuse, gender-based violence, sexual harassment and HIV/AIDS. The University has in place various guidelines and platforms where sexuality issues are discussed and students are prepared to avoid making sexuality decisions which may have dire, life-long consequences.

UDSM has established mechanisms of ensuring that students acquire life skills. Mobilisation for protection against GBV, SEA, HIV/AIDS and sexual harassment is done by peer educators who work on a voluntary basis. In terms of enforcement, some aspects of sexuality are covered by the Anti-sexual Harassment Policy (2006-Revised in 2023) and Gender Policy (2021).

### **3.12 Spiritual Affairs**

The University of Dar es Salaam promotes religious tolerance and inter-faith dialogue. Students of the University have complete freedom of worship based on their spiritual beliefs, within the limitations of the laws of the country and Student By-Laws. At the Mwalimu Nyerere Campus, there is a Mosque for Muslims, whereas Christian worship services are conducted at the Joint Christian Chapel. The Directorate of Students Services is responsible for managing spiritual affairs. UDSM facilitates spiritual counselling services to students by using relevant spiritual leaders and spiritual counsellors. Over the years there has been an increase in the number of religious denominations.

### **3.14 Students Grievances**

Students By-Laws are in place and have been used to regulate interactions among students and thus reduce grievances. The University is in a process of instituting dispute settlement mechanisms among students.

### **3.15 Orientation for New Students**

Orientation of new students at the University of Dar es Salaam is done annually at the beginning academic year through the Director of Undergraduate Studies (DUS), Directorate of Postgraduate (DPGS) and Directorate of Students Services (DSTS). Orientation takes place during Orientation Week where new students are introduced to the University, academic programmes, student services, rules and procedures, and other information to help them transition smoothly into the academic and social life.

### **3.16 Associations, Clubs and Societies**

UDSM has a rich variety of students' associations, clubs and societies, catering for a diverse range of students' issues and activities characterised by diversity. These associations, clubs and societies are established under Rule 12 (2) (J) of the First Schedule to the University of Dar es Salaam Charter (2007). UDSM encourages students to organise and participate in community/societal developments activities, students' associations, clubs and societies. In order to regulate association, clubs and societies, the University has enacted the University of Dar es Salaam (Registration and Supervision of Students' Associations) Guidelines (2024).

### **3.17 Basic Utilities**

Basic utilities such as electricity, water, sanitation and internet services have been provided at the University of Dar es Salaam. While the number of students has quadrupled over time, most of the amenities have not kept pace with the growing demand. Regarding internet connection, hotspot areas have been established. The University had opened computer laboratories and

furnished them with computers and power back-up. There are private service providers providing water and internet services at affordable prices.

### **3.18 Students with Special Needs**

An increase in enrolment of students with special needs has been envisaged since 1978 when the University of Dar es Salaam started with two students with visual impairment. Over time the increased enrolment of students with special needs has prompted the University to establish the Disability and Special Educational Needs Policy in March 2022 and the Centre for Disability Services (CDS) in November 2022. The University has put in place special aided equipment to facilitate teaching and learning for students with special needs.

### **3.19 International Students Affairs**

Since its establishment the University of Dar es Salaam has been a place of diversity attracting students from various quarters of the world. This is also enshrined in the UDSM Vision 2061. Other initiatives include establishment of Directorate of Internationalisation, Convocation and Advancement (DICA) and adoption of Internationalisation Policy in 2022.

### **3.20 Funeral Support**

The University of Dar es Salaam through the DSTS is responsible for arrangements of funeral activities of deceased student. These arrangements include provision of coffin and flowers and transportation of the deceased body to the place of burial within Tanzania.

## **CHAPTER FOUR**

### **POLICY ISSUES, STATEMENTS AND STRATEGIES**

#### **4.1 Academic Affairs**

##### **4.1.1 Policy Issues**

- i. Student guidance and academic support.
- ii. Inclusive learning environment.
- iii. Identification and support for student talents and skills.
- iv. Adequacy of teaching, learning, and examination facilities.
- v. Student representation in academic decision-making.

##### **4.1.2 Policy Statement**

UDSM shall commit to promote academic excellence and conducive environment for students to learn.

##### **4.1.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. provide guidance and counselling services as well as clear and accessible academic information to students.
- ii. create an enabling environment that supports students with special needs to facilitate their academic success.
- iii. establish mechanisms to document and support students with special skills, talents, and abilities to enhance their development.
- iv. support effective academic activities by provision of quality teaching, learning and examination facilities.
- v. facilitate student participation in Departmental Examiners' meetings to promote inclusivity and transparency in academic decisions.

#### **4.2 Accommodation**

##### **4.2.1 Policy Issues**

- i. Standardised accommodation facilities
- ii. Inclusive housing for students with special needs and families
- iii. Support facilities for student mothers
- iv. Database for off-campus students

##### **4.2.2 Policy Statement**

The University shall strive to provide affordable, safe, well maintained and decent accommodation services to students.



### **4.2.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. upgrade student housing to international standards by expanding facilities, ensuring regular maintenance, and implementing a transparent allocation system.
- ii. provide specialised housing with accessibility features for students with special needs.
- iii. establish baby care centres and nursing rooms, and implement flexible academic policies to support student mothers.
- iv. develop a comprehensive database and online platform to support off-campus students, ensure safe housing partnerships, and provide security and transport assistance.

## **4.3 Guidance and Counselling Services**

### **4.3.1 Policy Issues**

- i. Student-professional counsellor ratio.
- ii. Information on reproductive health.
- iii. Provision of legal counselling services to students.
- iv. Support for students with mental illness.
- v. Information on career opportunities.
- vi. Coordination of counselling and guidance services.

### **4.3.2 Policy Statement**

The University shall seek to enhance guidance and counselling services to students.

### **4.3.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. maintain an optimal student-to-counsellor ratio by recruiting adequate professional counsellors and ensuring accessibility of counselling services.
- ii. provide comprehensive reproductive health information through workshops, digital platforms, and student wellness programmes.
- iii. offer legal counselling services to students by establishing legal aid units and collaborating with relevant legal professionals.
- iv. establish special rooms for students with mental health challenges and implement early identification mechanisms through screenings and awareness programs.
- v. provide career guidance through counselling sessions, mentorship programmes, and partnerships with employers.
- vi. strengthen the coordination of counselling and guidance services by integrating academic, career, and personal counselling into a unified support system.

## **4.4 Healthcare Services**

### **4.4.1 Policy Issue**

Affordable healthcare, disease prevention programmes and medical insurance.

### **4.4.2 Policy Statement**

UDSM shall work to improve the environment to enhance the provision of curative and preventive health care services.

#### **4.4.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. invest in health care services to improve access, affordability and quality of care.
- ii. expand its capacity to provide health care services.
- iii. improve the infrastructure to cater for the growing demand for health care services.
- iv. focus on preventive health care services such as health education, vaccination, and other preventative measures.

### **4.5 Sports and Games**

#### **4.5.1 Policy Issues**

- i. Inclusive sports and games infrastructure
- ii. Sustainable utilization of sports facilities
- iii. Accessibility and participation for students with disabilities

#### **4.5.2 Policy Statements**

UDSM is to ensure the use of sports and games facilities academic and physical fitness.

#### **4.5.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. improve sports and games facilities to accommodate students with special needs and ensure gender inclusivity by upgrading infrastructure and providing adapted equipment.
- ii. generate income from sports and games facilities through strategic commercial use while ensuring that academic activities remain unaffected.
- iii. develop adapted playgrounds, acquiring specialised equipment, and promoting inclusive sports programmes.

### **4.6 Safety and Security**

#### **4.6.1 Policy Issues**

- i. Protection of students' properties.
- ii. Support for off-campus students.
- iii. Innovations and patents.
- iv. E-security.
- v. Student-security personnel ratio.

#### **4.6.2 Policy Statement**

UDSM will strive to assure students' safety and security.

#### **4.6.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. strengthen security surveillance and mechanisms.
- ii. create awareness to students regarding to security safety matters on and off campus.
- iii. provide comprehensive legal education to students regarding copyrights and patents.
- iv. create awareness on e-security matters and concerns.

- v. encourage students to participate in community policing.
- vi. sensitise security personnel on handling security matters in an efficient and effective manner.

## **4.7 Students Governance**

### **4.7.1 Policy Issues**

- i. Accountability and transparency of student government.
- ii. Inclusive DARUSO government.

### **4.7.2 Policy Statements**

UDSM will strive to ensure that the students' government is inclusive, accountable and transparent.

### **4.7.3 Strategies**

UDSM will:

- i. enforce accountability and transparency in the operations of student government as stipulated in DARUSO constitution.
- ii. put in place mechanisms for ensuring participation of female and students with special needs.
- iii. digitalise the DARUSO electoral process in order to increase participation in elections.

## **4.8 Transport Services**

### **4.8.1 Policy Issue**

Adequate, quality and affordable transportation.

### **4.8.2 Policy Statement**

UDSM will assure transport facilities are adequate, affordable, reliable and accessible.

### **4.8.2 Strategy**

UDSM in partnership with other stakeholders will monitor and regulate transport services to acceptable standard.

## **4.9 Catering Services**

### **4.9.1 Policy Issue**

Adequate, quality and affordable catering.

### **4.9.2 Policy Statement**

UDSM will make sure that the provision of catering services meets nutritional standards.

### **4.9.3 Strategy**

UDSM in partnership with other stakeholders will provide quality and adequate catering services, including special dietary needs and international flavours.

## **4.10 Financial Affairs**

### **4.10.1 Policy Issues**

- i. Funding and financial support.
- ii. Awareness and financial literacy.

### **4.10.2 Policy Statement**

UDSM will engage the private sector and other stakeholders to finance university students.

### **4.10.3 Strategies**

UDSM in partnership with the private sector and other stakeholders will:

- i. mobilise resources to fund students depending on university set criteria.
- ii. engage students in entrepreneurship and part-time jobs such as teaching, provision of technical support, security and handiworks.
- iii. build capacity of students to handle financial issues.

## **4.11 Sexuality**

### **4.11.1 Policy Issues**

- i. Public awareness on gender-based violence, sexual exploitation and abuse and sexual harassment.
- ii. Service provision and access.

### **4.11.2 Policy Statement**

UDSM will protect students against gender-based violence, sexual exploitation, abuse and harassment.

### **4.11.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. raise awareness through UDSM community engagement about GBV and SEA and sexual harassment.
- ii. improve access for quality services to survivors, including medical care, legal assistance and counselling.
- iii. promote gender equality and prevent violence against women.

## **4.12 Spiritual Affairs**

### **4.12.1 Policy Issue**

Religious tolerance and co-existence.

### **4.12.2 Policy Statement**

UDSM will strive to safeguard spiritual services so as to accommodate diversity.

### **4.12.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. promote cooperation among denominations.
- ii. encourage religious wellbeing services including handling of spiritual affairs.

- iii. coordinate spiritual activities for smooth academic, social and other activities.

#### **4.13 Students Grievances**

##### **4.13.1 Policy Issue**

Concerns, complaints and discrepancies.

##### **4.13.2 Policy Statement**

UDSM shall strive to institute remedy processes and mechanisms that are impartial and fair.

##### **4.13.3 Strategy**

UDSM in partnership with other stakeholders will handle grievances in a fair and transparent manner by listening, investigating and providing timely feedback.

#### **4.14 Orientation of Students**

##### **4.14.1 Policy Issue**

Systematic and adequate information regarding academic and support services.

##### **4.14.2 Policy Statement**

UDSM will facilitate a structured and comprehensive orientation programme to newly admitted students to foster a sense of belonging within the university community.

##### **4.14.3 Strategies**

UDSM will:

- i. provide a comprehensive overview of campus and its environment.
- ii. give information to assist successful transition to support academic achievement.

#### **4.15 Associations, Clubs and Societies**

##### **4.15.1 Policy Issue**

Engagement opportunities in extra curriculum activities for development of social, educational and leadership skills.

##### **4.15.2 Policy Statement**

UDSM will foster a positive and inclusive environment for associations, clubs and societies so that they become an integral components of campus life for enhancing students' personal growth, social skills and intellectual development.

##### **4.15.3 Policy Strategies**

UDSM in partnership with other stakeholders will strive to:

- i. build infrastructure for promoting student to student social experience.
- ii. facilitate a platform for students to engage in extra curricula activities, develop personal interests and build community, by providing support, guidance and space.

## **4.16 Basic Utilities**

### **4.16.1 Policy Issue**

Sustainability, adequacy and efficiency of basic campus utilities.

### **4.16.2 Policy Statement**

UDSM shall oversee delivery of sustainable, quality and adequate utilities for a conducive environment for learning and social fulfilment.

### **4.16.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. upgrade the infrastructure to improve amenities such as sanitation services and updating them to match the number of students.
- ii. involve students in sustainability programmes, energy saving campaigns and educational initiatives in creating a sense of ownership and collaborations.

## **4.17 Students with Special Needs**

### **4.17.1 Policy Issue**

Inclusivity of infrastructure, facilities and support services.

### **4.17.2 Policy Statement**

UDSM will enhance accessibility, equal participation, non-discrimination and social justice principles to enhance inclusivity to students with special needs.

### **4.17.3 Strategy**

UDSM in partnership with other stakeholders will assess, upgrade and consider new and old infrastructure and physical environment for inclusivity purposes.

## **4.18 International Students Affairs**

### **4.18.1 Policy Issue**

International experiences into the learning environment including curriculum and campus life.

### **4.18.2 Policy Statement**

UDSM will strive to internationalise curriculum and support services.

### **4.18.3 Strategies**

UDSM in partnership with other stakeholders will:

- i. establish strategic partnerships to obtain institutional resources, knowledge and experience along with research opportunities, study abroad programmes and exchange opportunities.
- ii. integrate the international standards into the curriculum and providing inclusive student support services.

## **4.19 Funeral Support**

### **4.19.1 Issue**

Financial support and guidelines to manage and facilitate student burial activities.

### **4.19.2 Policy Statement**

UDSM will strive to facilitate funeral and burial arrangements of a deceased student.

### **4.19.3 Strategy**

UDSM in collaboration with the family of the deceased student will manage, facilitate and support students' funeral and burial activities in accordance with the established rules and procedures.

## **4.20 Career Guidance**

### **4.20.1 Policy Issues**

- i. Access to comprehensive information, guidance and practical experience opportunities for students to make informed career paths and decisions.
- ii. Soft skills in relation to communication, team work, collaboration, time management, adaptability and critical thinking.

### **4.20.2 Policy Statement**

UDSM will strive to promote accessibility of wide-ranging information, guidance and internship opportunities and inculcate soft skills for students to make informed career paths and decisions.

### **4.20.3 Policy Strategies**

UDSM in partnership with other stakeholders will:

- i. develop a comprehensive career guidance and counselling programme including provision of soft skills training to students.
- ii. collaborate with sector-specific partners to provide students with real-world experiences, internships, and other experiential learning opportunities.
- iii. develop strong partnerships with alumni and employers to enhance job placement opportunities for graduates.
- iv. familiarise students with the career guidance and counselling services available at the University and actively promote their use.
- v. arrange and conduct career days with prospective employers.
- vi. provide entrepreneurial training to students.

## **CHAPTER FIVE**

### **GOVERNANCE OF THE POLICY**

#### **5.1 Organisation and Mandate**

The Office of the Deputy Vice Chancellor-Planning, Finance and Administration shall assume overall responsibility in overseeing the implementation of the stipulated strategies in the policy. Thus, the DVC- Planning, Finance and Administration Office shall be a coordinating point and shall liaise with the Office of the Vice-Chancellor, Office of the Deputy Vice Chancellor Academic and Office of the Deputy Vice Chancellor Research in ensuring effective smooth operationalisation of the Policy. In discharging the overall responsibility for coordinating, monitoring and evaluation, the DVC-Planning, Finance and Administration may devolve power to follow up on the said responsibility to DSTS.

The Directorate of Student Services shall host the policy and shall be responsible for the day-to-day activities during follow-up of effective implementation of the Students Affairs Policy.

#### **5.2 Responsibilities of Directorate of Students Services in Implementation of the Policy**

- i. ensuring that UDSM offers quality accommodation in the Halls of Residence on-campus and off-campus.
- ii. ensuring that students governance and judicatory services are supervised in accordance with the University Charter, By-Laws and other regulations.
- iii. coordinating activities of student associations, clubs and societies.
- iv. supervising catering services to ensure that service providers abide by the agreed terms of service and guarding the welfare of students.
- v. serving as the Chief Returning Officer at student government elections.
- vi. serving as the secretary to the Students Disciplinary Committee.
- vii. arranging funeral activities for deceased students.
- viii. handling grievances of students.
- ix. collaborating with other UDSM units that provide students services, including: the University Hospital, Counselling Unit, Sports and Games Unit, Auxiliary Police, Centre for Disability Services, Directorate of Internationalisation, Convocation and Advancement, Transport Office, spiritual leaders, Directorate of Undergraduate Studies, Directorate of Postgraduate Studies, Gender Desk, Institute of Gender Studies, Directorate of Finance (Bursar), Directorate of Estates Services, Chief Corporate Counsel and Secretary to Council, Directorate of Planning Development and Investment and Procurement Management Unit.



## **CHAPTER SIX**

### **MONITORING AND EVALUATION**

#### **6.1 Purpose of Monitoring and Evaluation**

The aim of monitoring and evaluation is to obtain feedback on the progress of the implementation of the policy and assess the outcomes against its original objectives and expectations. Similarly, evaluation is also vital in appraising the overall UDSM Students Affairs Policy in relation to its objectives. Specifically, evaluation will focus on the effectiveness, efficiency and impact of the agreed strategies. Monitoring and evaluation shall be carried out at all levels of the University. The Directorate of Students Services shall initiate the process of evaluation in consultation with the Office of the DVC-Planning Finance and Administration.

#### **6.2 Implementation**

The Office of the DVC- Planning Finance and Administration shall assume overall responsibility for coordination, monitoring and evaluation of implementation of Students Affairs Policy. The DVC-Planning Finance and Administration will consult various stakeholders in the process of implementation of the policy. In that regard, the implementation will be participatory, involving a multitude of stakeholders coordinated by the Office of the Director of Student Services.

#### **6.3 Policy Review**

The UDSM Students Affairs Policy shall be reviewed after every five years when need arises to appraise its effectiveness and incorporate new developments, amendments and strategic plans within the University. The DVC-Planning Finance and Administration shall constitute a review team and give it a mandate to undertake the review exercise.